



**THE WORLD TRADE CENTER HEALTH PROGRAM**  
Clinical Center at Rutgers, The State University of New Jersey  
Environmental and Occupational Health Sciences Institute  
170 Frelinghuysen Road, Piscataway NJ 08854  
Tel: (848) 445-0123 / Fax: (732) 445-0127

**Date: July 20, 2020**

**RE: Rutgers Clinical Center of Excellence Current Operating Status- 4<sup>th</sup> UPDATE**

**Dear World Trade Center Health Program Member,**

We understand that the changes over the past couple of months are not our normal “open door” policy, but these changes are for your safety and that of our staff. We will continue to be here for you primarily by phone and email. We appreciate your continued patience as we do our absolute best to serve you safely during this challenging time.

### **Clinic Operations**

- Our clinic is slowly reopening, but many of our staff members are still working remotely and answering your calls and questions as quickly as possible. Please be patient for a returned call.
- At this time, our front desk lines are open for emergencies and scheduling/rescheduling appointments **ONLY**.
- For all other calls, **please dial 848-445-0123 option 1 and select the most appropriate prompt**. Please leave one message with your request on the staff member’s voicemail. Someone will return your call within 24 to 48 hours.
- As much as we’d love to see everyone again, please do not come to the clinic **UNLESS** you have a **CONFIRMED** scheduled **IN-PERSON** appointment.
- If you are experiencing COVID-19 symptoms, please feel free to call us at 848-445-0123 to be assessed over the phone or contact your primary care physician.
- If you experience a medical emergency, please dial 9-1-1 or visit your nearest emergency room.

### **Appointment Information**

**The Following Appointment Information is Broken into THREE Groups**

- 1) If you have **COMPLETED** a telehealth annual WTC monitoring exam appointment
- 2) If you **DO** have a scheduled annual WTC monitoring/treatment exam appointment
- 3) If you **DO NOT** have a scheduled annual WTC monitoring/treatment exam appointment



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### **If You Have Completed a Telehealth Annual Monitoring Exam**

- Please wait patiently for a staff member to contact you to schedule the in-person portion of your annual WTC monitoring exam.
- Only blood work, vitals and the physical exam will be completed during your in-person exam. No spirometry (breathing test) will be completed at this time.
- If you **DO NOT** receive a call to schedule the in-person portion of your annual WTC monitoring exam **within 2 months** of the date of this letter, please contact the front desk at 848-445-0123 option 1 then 4 to request an appointment.
- We'd love to see everyone soon, but please do not come to the office **UNLESS** you have a **CONFIRMED** scheduled **IN-PERSON** appointment.
- Since you have already completed a telehealth exam, all pre-authorizations, referrals, medications, medication refills, etc. provided will be valid for **1 year** from the date of your telehealth exam.
- In-person appointments are **NOT** required exam in order to continue to use the 1-year pre-authorized services.
- If you prefer, you can schedule your entire annual WTC monitoring exam next year in 2021 around the same timeframe you completed your telehealth exam. In-person appointments are **NOT** required at this time.

#### **If you come to the office for a CONFIRMED scheduled IN-PERSON appointment:**

- o Please wear a face mask or face covering. If you do not have face mask or face covering, one will be provided to you.
- o Please bring your **ENTIRE COMPLETED** patient packet with you to your scheduled in-person appointment. If you need a patient packet, please contact us at 848-445-0123 option 1 then 4 to request one.



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### **If You DO Have a Scheduled Annual WTC Monitoring/Treatment Appointment**

- To maintain social distancing, only a limited number of appointments will be seen in office at this time.
- A nurse will contact you **within 1 week** of your scheduled appointment to complete portions of your WTC annual monitoring exam over the phone. **Please make sure your contact information is up-to-date.**
- At the time of the call, it will be pre-determined if you should:
  - Come in-person for your annual WTC monitoring exam appointment.
  - Complete a telehealth exam for your annual WTC monitoring exam appointment.

If you have a preference, you can provide that information to the nurse at that time.

- **If you are CONFIRMED for an IN-PERSON appointment for your annual WTC monitoring exam:**
  - Only blood work, vitals and the physical exam will be completed during your in-person exam. No spirometry (breathing test) will be completed at this time.
  - Please wear a face mask or face covering. If you do not have face mask or face covering, one will be provided to you.
  - Please bring your **ENTIRE COMPLETED** patient packet and a copy of your medical records with you. If you need a patient packet, please contact the front desk at 848-445-0123 option 1 then 4 to request one.
- **If you are CONFIRMED for a TELEHEALTH appointment for your annual WTC monitoring exam:**
  - Your telehealth appointment will take place **on the day** of your scheduled appointment.
  - A staff member will contact you by phone within **30 minutes to 1 ½ hours** of your appointment time. We will do our best to contact you as close to your scheduled time as possible.
  - **If you need to submit medical records or any other documents to us**, please do so by fax to 732-445-0127 or by mail to EOHSI/WTCHP 170 Frelinghuysen Rd. Piscataway, NJ 08854. Please put Attn: Medical Records **OR** Attn: To (the appropriate person). If you are unable to send your medical records via these methods, please contact us at 848-445-0216 (pre-authorizations and referrals line) for alternative methods.
  - If you **DO NOT** receive a call to schedule the in-person portion of your annual WTC monitoring exam **within 2 months** of the date of this letter, please contact the front desk at 848-445-0123 option 1 then 4 to request an appointment.
- **For ALL annual WTC monitoring exam appointments (in-person **OR** over the phone):**
  - To prepare for the mental health portion of your annual WTC monitoring exam, you will receive an email from [wtchp-help@eohsi.rutgers.edu](mailto:wtchp-help@eohsi.rutgers.edu).
  - Please be sure to check your spam folder.



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### **If You DO NOT have a Scheduled Annual WTC Monitoring/Treatment Appointment**

- Please contact our front desk at **848-445-0123 option 1 then 4** to schedule an appointment.
- When you call to schedule your appointment, you can request either an in-person and telehealth exam at that time.
- Once your appointment is scheduled, please follow the guidelines for the “**If you do have an annual WTC monitoring/treatment appointment scheduled**” group.

### **Useful Webpages**

Below are links to some webpages that may be helpful during this time. Please be sure to check these webpages periodically for updates:

- **WTC Health Program COVID-19 Page:** [www.cdc.gov/wtc/covid19.html](http://www.cdc.gov/wtc/covid19.html)
- **Mental Health Resources:** [www.cdc.gov/wtc/mentalhealth.html](http://www.cdc.gov/wtc/mentalhealth.html)
- **Social Services Resources:** [www.cdc.gov/wtc/socialassistance.html](http://www.cdc.gov/wtc/socialassistance.html)
- **Rutgers Clinical Center of Excellence Facebook Page:** [www.facebook.com/rutgerswtchp](http://www.facebook.com/rutgerswtchp)
- **WTC Health Program Facebook Page:** [www.facebook.com/WTCHealthProgram](http://www.facebook.com/WTCHealthProgram)
- **WTC Health Program Twitter Page:** [www.twitter.com/wtchealthprgm](http://www.twitter.com/wtchealthprgm)
- **Rutgers Clinical Center of Excellence Webpage:**  
[www.eohsi.rutgers.edu/centers/world-trade-center-health-program](http://www.eohsi.rutgers.edu/centers/world-trade-center-health-program)

Most importantly, please remember that we are a strong community and we will get through this challenging time by continuing to work together. We thank you in advance for your continued understanding and cooperation!

If you have any questions or need assistance, please contact us by phone at **848-445-0123 option 1** and please **select the appropriate prompt**. We will continue to be here for you! 😊

Stay Safe,

The Rutgers CCE Staff Members  
World Trade Center Health Program Clinical Center of Excellence at  
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wtchp-help@eohsi.rutgers.edu